CTTAB

January 11, 2005 Minutes

City of Seattle, Seattle Municipal Tower
27th Floor, 700 – Fifth Avenue, Seattle, WA 98104

Board Members Present	Excused
Bill Baron	Todd Achilles
Maryann Budlong	Manny Ovena
Jesse Mar Chun	Ann Robinson
Deborah Gartside	Ken Thompson
Damien Koemans	
Huat Chye Lim	**Absent**
Nina Sanders	Pwint Htun
	Staff
Guests	David Keyes
Linnea Noreen	Jill Novik
	Tony Perez
	Bill Schrier
	Brenda Tate

1. Announcements, Agenda Approval; Review of Minutes:

The agenda was amended to add Brenda Tate's short discussion at the beginning of the meeting.

The November, 2004 minutes were approved unanimously as amended to correct misspelled names.

There will be a brown bag lunch at City Council in late February or early March to discuss community technology projects. More information will be forthcoming as available.

2. Get Engaged Update

Linnea Noreen, director of the Get Engaged program, explained that the program will be reoriented to provide training to any interested people. After training on such topics as board governance and fundraising, people will be directed to apply to appropriate boards. She requested that CTTAB let her know of boards looking for young members or people interested in the program.

3. Remarks from the Chief Technology Officer: Bill Schrier

See attached.

4. Committee Reports

Community Technology: David Keyes reported that February 18 is the deadline for tech matching fund (TMF) grants and informational workshops will be conducted on January 12 and January 19. Keyes expects grants will be ready for review by mid-March and that CTTAB will vote on technology grant proposals at its April 8 meeting. The City has hired the Non-profit Assistance Center to help applicants in the process. In response to the Indicators' study, the TMF will focus on the Central Area.

Microsoft and PSACT will discuss sharing their resources and community needs in a community technology conference March 8.

There will be a staff meeting with the Parks Department to discuss the Wi-Fi at downtown parks project.

David and Damien attended Jack Straw to follow up on the TMF project funding production for blind producers. Jack Straw believes the program has been successful and is developing a partnership with the University of Washington for future productions. Deborah agreed that attending TMF programs is very rewarding and puts a face and value on what CTTAB does.

Broadband Task Force: Huat summarized the work to date: speakers from governments and private companies presented technical options on both wired and wireless alternatives. The presentation phase is ending and the task force will be moving into discovery and options, hoping to achieve a consensus decision on directions. The task force will be considering whether Seattle should have more choice of broadband options, have an open network, and embrace wired fiber that supports higher bandwidth. Wireless, he added, may be an intermediate step.

Bill Baron added that subcommittees are studying these issues and could use assistance if any CTTABers are interested. His committee is looking at what is going to be put on the network, who will be the providers, and other issues such as customer service and marketing.

Committee work plans: Huat suggested that committees come to the February meeting with their 2005 work plans. Maryann offered to provide an organizational matrix to assist committees with this work.

5. Cable Office Report

Tony updated the board on the Central District franchise: it was discovered that Comcast was service approximately 300 customers without a franchise, which is a violation of City and federal law. They are now in the process of applying for a franchise to be able to serve these customers.

Franchise renewal: the compliance review is nearing completion and it appears that, on the whole, the system is good and complies with federal regulations, although

some areas are better than others. There are, however, some electrical code violations but none that pose an imminent threat to public safety. The financial audit is under way and will determine if Comcast has paid sufficient revenue to the City. Franchise negotiations will begin in February.

Downtown franchise: additional public buildings in the downtown franchise district are in the process of getting served by cable. These include the West Precinct and buildings off Airport Way S.

Jill commented that 16 excellent candidates applied for four spaces on CTTAB; we are awaiting decisions by the Mayor and Council and hope to have the new members confirmed by the February meeting. Board members suggested matching up with the new appointees to mentor and orient them to the board. Deborah, Huat, Damien, and Maryann volunteered to do this.

Meeting adjourned at 7:56 p.m.

Citizens' Telecommunications and Technology Advisory Board
Chief Technology Officer's Report
11 January 2005

Changes and Successes

NEW CITY GOVERNMENT WEB APPLICATIONS
- Online Electrical Permits.   (Jan 2005) Called "HOP" or Hansen Online Permitting; "Hansen" is the name of the company which provides the permitting software to the City's Department of Planning and Development.   HOP allows contractors and constituents to apply for, pay for and print electrical permits.
- Utility Bill Payments.   (Dec 2004) City Light and Public Utilities ratepayers can now pay utility bills over the web via credit card, debit card, or one time debit from a bank account (eCheck).   They can also pay via credit card and most debit cards via telephone at 684-3000.
- Business License Renewal.   (Dec 2004) All City businesses must renew their permits annually.   This can now be done via the web including payment of the business license fee.
- Business B&O Tax filing (Oct 2004).   Filing and payment of the business and occupation tax can be done online.
- Job applications / resume submission. (Nov 2004)
- Public Utility services (Nov 2004). Services such as opening and closing accounts, changing garbage service, obtaining replacement garbage or replacement containers, are online.

IMPROVED WEB LOOK-AND-FEEL
- See separate document.
- "New" seattle.gov header implemented on almost every page.

- New transition header – varies by department – implemented on most pages.
- New "homepage" and "about us" page for each department with unique features.
- Search of the website is now powered by Google

UTILITY CALL CENTER TECHNOLOGY UPDATE

- The Utility Call Center has about 50 telephone agents, is open about 12 hours a day (City business days only), and serves customers of both the Public Utilities and City Light. The call center can be reached at 684-3000.
- In December the Utility Call Center moved to the new Symposium System which helps customer service staff with enhanced call management, reporting, real time displays, and call routing.   It allows supervisors, for example, to immediately see, via a web interface, how agents throughout the call center are handling phone calls.

News

- There's a great article about one of our Community Technology fund grantees, the IDHA youth program (Wilderness Inner-City Leadership Development) in the ID, that has worked with youth and seniors to identify and record physical problems in the ID using handheld computers, in cooperation with Sustainable Seattle. Read it and see pictures at http://iexaminer.org/ .

- Deb Schlenker is the new Department of Information Technology (DoIT) Technology Operations Director. She'll manage desktop services, the data center, and servers. Deb has a strong background in information technology and customer service and is a great addition to DoIT's management team.